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CENTRAL FAX CENTER****IN THE UNITED STATES PATENT AND TRADEMARK OFFICE** FEB 04 2004**OFFICIAL****Applicants:** Debra L. Biebesheimer, et al.**Examiner:** Isaac M. Woo**Serial No.:** 09/778,378**Art Unit:** 2172**Filed:** February 7, 2001**Docket:** YOR920000766US1(14069)**For:** CUSTOMER SELF SERVICE SUBSYSTEM  
FOR CLASSIFYING USER CONTEXTS**Dated:** February 4, 2004**Confirmation No:** 6851Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450**SUPPLEMENTAL INFORMATION DISCLOSURE STATEMENT**

Sir:

In accordance with 37 C.F.R. §§1.97 and 1.98, it is requested that the following references, which are also listed on the attached Form PTO-1449, be made of record in the above-identified case.

1. U.S. Patent No. 6,519,586, issued February 11, 2003 to Anick, et al.;
2. U.S. Patent No. 6,513,031, issued January 28, 2003 to Fries, et al.
3. U.S. Patent No. 6,502,091, issued December 31, 2002 to Chundi, et al.;
4. U.S. Patent No. 6,490,577, issued December 3, 2002 to Anwar;

**CERTIFICATION OF FACSIMILE TRANSMISSION**

I hereby certify that this paper is being facsimile transmitted to the Patent and Trademark Office on the date shown below.

**Dated:** February 4, 2004  
Steven Fischman

5. U.S. Patent No. 6,442,526, issued August 27, 2002 to Vance, et al.;
6. U.S. Patent No. 6,347,313, issued February 12, 2002 to Ma, et al.;
7. U.S. Patent No. 6,282,540, issued August 28, 2001 to Goldensher, et al.;
8. U.S. Patent No. 6,256,633, issued July 3, 2001 to Dharap;
9. U.S. Patent No. 6,226,408, issued May 1, 2001 to Sirosh;
10. U.S. Patent No. 6,173,287, issued January 9, 2001 to Eberman, et al.;
11. U.S. Patent No. 6,134,541, issued October 17, 2000 to Castelli, et al.;
12. U.S. Patent No. 6,012,067, issued January 4, 2000 to Sarkar;
13. U.S. Patent No. 6,012,053, issued January 4, 2000 to Pant, et al.;
14. U.S. Patent No. 6,009,422, issued December 28, 1999 to Ciccarelli;
15. U.S. Patent No. 6,006,221, issued December 21, 1999 to Liddy, et al.;
16. U.S. Patent No. 5,956,707, issued September 21, 1999 to Chu;
17. U.S. Patent No. 5,802,515, issued September 1, 1998 to Adar, et al.;
18. U.S. Patent No. 5,375,244, issued December 20, 1994 to McNair;
19. U.S. Patent No. 5,237,499, issued August 17, 1993 to Garback;
20. U.S. Patent No. 5,021,953, issued June 4, 1991 to Webber, et al.;
21. U.S. Patent Publication No. US 2003/0018632 A1, dated January 23, 2003 to Bays, et al.;
22. U.S. Patent Publication No. US 2002/0129015 A1, dated September 12, 2002 to Caudill, et al.; and
23. U.S. Patent Publication No. US 2001/0051958 A1, dated December 31, 2001 to deVries, et al.;

All the references listed on Form PTO-1449 are in the English language, thus, a concise explanation of those references required by 37 C.F.R. §1.98(a)(3) is not necessary.

This Information Disclosure Statement is being submitted in accordance with  
37 C.F.R. §1.97(b); i.e., before the mailing of a first Office Action on the merits.

Respectfully submitted,



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